

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**LISTING OF CLAIMS:**

1. (Currently Amended) A method for monitoring provisioning of DSL services, comprising the following steps:
  - querying DSL network elements for information relating to provisioning DSL services;
  - processing the information relating to provisioning DSL services to identify unacceptable delays in provisioning DSL services; and
  - reporting an unacceptable a delay.
2. (Original) The method of claim 1, wherein the step of querying DSL network elements for information relating to provisioning DSL services comprises requesting information from at least one of a network management system, an element management system, and DSL multiplexor.
3. (Original) The method of claim 1, wherein the step of querying DSL network elements for information relating to provisioning DSL services comprises querying for information relating to the timing of acts performed in provisioning DSL services.
4. (Currently Amended) The method of claim 1, wherein processing the information relating to provisioning DSL services to identify unacceptable delays in provisioning DSL services, comprises calculating the time required to perform acts associated with provisioning DSL services.

5. (Currently Amended) The method of claim 1, wherein reporting an unacceptable a delay comprises forwarding an e-mail.

6. (Original) The method of claim 1, further comprising generating a report identifying the time required to perform acts associated with provisioning DSL services.

7. (Original) The method of claim 6, wherein generating a report identifying the time required to perform acts associated with provisioning DSL services comprises displaying statistics on a monitor, wherein the statistics specify the time required to perform acts associated with provisioning DSL services.

8. (Original) The method of claim 1, wherein the step of querying DSL network elements for information associated with provisioning DSL services comprises querying for at least one of the following: data indicating the time a request to make a cross connect was received at a multiplexor; data indicating the time a cross connect was made in a multiplexor; data indicating the time a request to provision a DSL service was received at an EMS; data indicating the time an EMS completed responding to a request to provision a DSL service; data indicating the time an action was taken by an EMS in response to a request to provision a DSL service; data indicating the time a request to establish a cross connect was received at an ATM switch; data indicating the time a cross connect was completed at an ATM switch; data indicating the time a request to provision a DSL service was received at an NMS; data indicating the time an action was taken by an NMS in response to a request to provision a DSL service; and data indicating the time a request to provision a DSL service was completed at an NMS.

9. (Currently Amended) A computer readable medium having computer executable instructions thereon for performing the following steps:

querying DSL network elements for information relating to provisioning DSL services;

processing the information relating to provisioning DSL services to identify ~~unacceptable~~ delays in provisioning DSL services; and  
reporting ~~an unacceptable~~ a delay.

10. (Original) The computer readable medium of claim 9, wherein the instructions for querying DSL network elements for information relating to provisioning DSL services, comprise instructions for requesting information from at least one of a network management system, an element management system, and DSL multiplexor.

11. (Original) The computer readable medium of claim 9, wherein the instructions for querying DSL network elements for information relating to provisioning DSL services comprises instructions for querying for information relating to the timing of acts performed in provisioning DSL services.

12. (Currently Amended) The computer readable medium of claim 9, wherein the instructions for processing the information relating to provisioning DSL services to identify ~~unacceptable~~ delays in provisioning DSL services, comprises instructions for calculating the time required to perform acts associated with provisioning DSL services.

13. (Currently Amended) The computer readable medium of claim 9, wherein the instructions for reporting ~~an unacceptable~~ a delay comprise instructions for forwarding an e-mail.

14. (Original) The computer readable medium of claim 9, further comprising computer executable instructions for generating a report identifying the time required to perform acts associated with provisioning DSL services.

15. (Currently Amended) A system for monitoring provisioning of DSL services, comprising:

a processor for executing computer executable instructions; and  
memory for storing computer executable instructions, wherein said memory  
has stored therein computer executable instructions for performing the following  
steps:

querying DSL network elements for information relating to provisioning DSL  
services;

processing the information relating to provisioning DSL services to identify  
~~unacceptable~~ delays in provisioning DSL services; and  
reporting ~~an~~~~unacceptable~~ a delay.

16. (Original) The system of claim 15, wherein the instructions for  
querying DSL network elements for information relating to provisioning DSL  
services, comprise instructions for requesting information from at least one of a  
network management system, an element management system, and DSL  
multiplexor.

17. (Original) The system of claim 15, wherein the instructions for  
querying DSL network elements for information relating to provisioning DSL services  
comprises instructions for querying for information relating to the timing of acts  
performed in provisioning DSL services.

18. (Currently Amended) The system of claim 15, wherein the instructions  
for processing the information relating to provisioning DSL services to identify  
~~unacceptable~~ delays in provisioning DSL services, comprises instructions for  
calculating the time required to perform acts associated with provisioning DSL  
services.

19. (Currently Amended) The system of claim 15, wherein the instructions  
for reporting ~~an~~~~unacceptable~~ a delay comprise instructions for forwarding an e-mail.

20. (Original) The system of claim 15, wherein said memory has further

stored thereon computer executable instructions for generating a report identifying the time required to perform acts associated with provisioning DSL services.

21. (New) The method of claim 1, wherein said information relating to provisioning DSL services further comprises information relating to one of routing an order for DSL service and configuring network elements to create a permanent virtual circuit.

22. (New) The method of claim 9, wherein said information relating to provisioning DSL services further comprises information relating to one of routing an order for DSL service and configuring network elements to create a permanent virtual circuit.

23. (New) The method of claim 15, wherein said information relating to provisioning DSL services further comprises information relating to one of routing an order for DSL service and configuring network elements to create a permanent virtual circuit.